

AUDIO VISUAL CASE STUDIES

**From Reactive to Proactive: Astreya's AV
Managed Services Revolutionize Fortune 100
Tech Company's Operations**

You don't want to wait until things go wrong with your AV setup - that's a reactive approach that often leads to challenges, inefficiencies, and unhappy end users.

A reactive approach to AV support often leads to a cycle of troubleshooting and fire-fighting, where critical issues arise unexpectedly and require immediate attention. This not only disrupts the workflow but also puts unnecessary strain on your AV team, forcing them to handle urgent matters instead of focusing on more strategic initiatives.

In contrast, adopting a proactive mindset allows you to stay one step ahead. It involves regularly assessing the performance and health of your AV setup, conducting preventive maintenance, and implementing timely upgrades or optimizations. By actively monitoring and managing your AV infrastructure, you can identify and address potential bottlenecks, compatibility issues, or equipment failures before they impact your operations. This approach attracted a Fortune 100 tech company serving billions of global users to Astreya. And so the story begins.



Here's the story.

Introducing our client, a global Fortune 100 tech powerhouse delivering a diverse array of services to billions of users worldwide. Initially, they faced a significant hurdle: the absence of AV Managed Services. Without this vital support, ensuring optimal performance and seamless operation of their AV systems became an uphill battle. Determined to find a comprehensive global solution, they turned to Astreya, because of our proven expertise in providing innovative AV Managed Services.



BUSINESS PROBLEM



The client needed a comprehensive AV management solution to support their AV systems effectively, enabling seamless operations and minimizing business disruption. The key challenges were as follows:

Fluctuating ticket volumes: Effectively managing fluctuating ticket volumes requires resource allocation strategies, streamlined workflows, scalable infrastructure, and data-driven insights.

Poor incident management: The repercussions of which were far-reaching and severe, affecting various aspects of our client's operations. The inability to effectively handle incidents resulted in significant disruptions, decreased productivity, and compromised user experiences.

Absence of proactive room inspections: Without proactive room inspections, organizations risk undetected equipment failures or issues that disrupt AV operations.

THE SOLUTION: AV Managed Services by Astreya



The partnership with Astreya empowered the Fortune 100 tech company to overcome the challenges of AV management, optimize operations, and maintain business continuity.

Improved resolution rate: Astreya achieved a 100% resolution rate of remote office AV issues with their 24/7 availability service and locally available technicians.

Successful automation: Astreya's software automation led to a remarkable 10% decrease in yearly user incidents. This efficient incident management system ensured timely support and swift issue resolution for the client's AV users.

Comprehensive inspections: 10k+ AV rooms underwent monthly inspections as part of Astreya's proactive "Fix Before Impact" policy, ensuring seamless system operations.

Reliable and comprehensive event support: In less than five months, Astreya delivered reliable support for over 1,000 events organized by the client.

WHY THEY CHOSE ASTREYA AND OUR AV MANAGED SERVICES



Astreya's experience, and reputation as a leading provider of AV managed services made us the preferred choice for our client. The following factors influenced their decision:

- **First response standardization:** Astreya introduced the best practice of establishing consistent and timely responses to user inquiries or issues, ensuring each user receives a prompt and satisfactory initial response.
- **Increased monthly room inspections:** Astreya's AV experts conducted inspections of over 10,000 AV rooms per month. These inspections helped identify and proactively address any potential issues, reducing the occurrence of critical AV failures and minimizing downtime.
- **Software automation for efficient ticket handling:** Astreya utilized software automation for efficient ticket handling to streamline and optimize their customer support operations.

THE TAKEAWAY

Overall, the partnership with Astreya empowered the Fortune 100 tech company to overcome the challenges of AV management, optimize operations, and maintain business continuity.

Astreya's meticulous service design, proactive approach, and robust global service delivery model were pivotal in the client's growth, achieving operational excellence, and ensuring a seamless AV experience for their users.

Astreya is part of the PSNI Alliance - bringing together local AV teams around the globe to ensure your success.

As a member of The PSNI Alliance, we streamline global AV design and integration. With access to certified providers worldwide, we partner with local experts who understand your needs. Together, we expertly manage logistical details for seamless AV system deployment, keeping your infrastructure running smoothly.



Here's just a few of our valued clients

We are honored to support some of the world's most recognizable and innovative organizations.*

UNITED

FORTINET

Stanford
HEALTH CARE

instacart

BDO

MORNINGSTAR

J.P.Morgan

LATCH

*Fortune 10 company names available upon request.

About Astreya

Astreya, a leader in managed services for two decades, offers innovative and reliable IT solutions to the world's most recognizable companies. Our expert team of engineers craft tailored service plans that drive operational efficiency while transforming technology into an engine for growth and innovation within your organization - because excellence is always our promise.

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